

**GOVERNMENT OF INDIA
PETROLEUM AND NATURAL GAS
LOK SABHA**

UNSTARRED QUESTION NO:3777
ANSWERED ON:25.08.2011
BOOKING OF LPG CYLINDERS
Jindal Shri Naveen;M.Thambidurai Dr.

Will the Minister of PETROLEUM AND NATURAL GAS be pleased to state:

- (a) whether the Gas agencies are not booking the request for refilling of gas cylinders before 21 days of the cylinder last supplied, particularly in Haryana;
- (b) if so, the reasons therefor;
- (c) the average time taken in supplying the refilled gas cylinder;
- (d) whether there is any proposal to supply piped gas in Gurgaon and other cities in National Capital Region; and
- (e) if so, the time-frame by which this proposal is likely to be implemented ?

Answer

MINISTER OF STATE IN THE MINISTRY OF PETROLEUM & NATURAL GAS (SHRI R. P. N. SINGH)

(a) & (b): Public Sector Oil Marketing Companies (OMCs) do not have any supply constraints, and LPG supplies to distributors are being made by the OMCs in accordance with the genuine demand of customers registered with the LPG distributors. There are no restrictions imposed or time limit fixed for refill booking by the customers in the country, including Haryana.

In addition to the normal system of refill booking, customers can book their refills directly with the concerned OMCs through Short Messaging Service (SMS) booking and Interactive Voice Response System (IVRS) booking. These systems accept request for refill booking as and when done by the customers.

The State Government of Gujarat had issued instructions that the customer can book a refill only after 21 days of the last refill supply. Similarly, in various districts in Rajasthan, restrictions on refill booking have been imposed by the District Administration.

(c): OMCs have instructed all their distributors to effect the supply of LPG cylinder to genuine registered domestic customers within 48 hours of refill booking under normal circumstances. However, at times due to product constraints, strikes, road breaches, floods, unplanned shutdown, natural calamities etc., there are delays in refill supplies.

(d) & (e): Yes, Madam. The extension of Piped Natural Gas (PNG) facilities to Gurgaon and different towns and cities in the National Capital Region has been taken up; however, the implementation timeframe is subject to technical feasibility and availability of clearances from various authorities, such as digging permission from the civic authorities, etc.